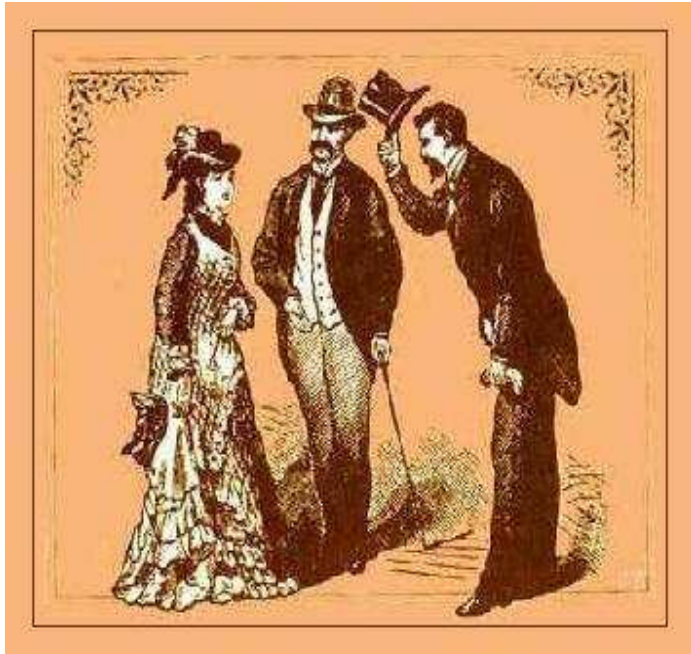


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Etiquette



Power Of A Professional Image

The rules of proper etiquette and protocol have been around for years, but they are far more important in this day and age than ever before. Implementing proper etiquette and protocol skills into everyday life should be habit for everyone. After all, a person who displays proper etiquette not only feels good about himself, he also makes those around him feel important and respected.

Did you know that an impression is made within the first seven seconds of meeting someone? Seven seconds is an extremely small amount of time, so you must rely on your etiquette skills and social graces to ace that first impression. Are you up-to-date with these skills? Well, it is never too early, or too late, to start.

Obviously, proper etiquette is important in a social setting, but it is crucial in a business setting. In order to achieve business success, you must be able to adapt to ever-changing situations and act with confidence. Displaying proper etiquette will get you noticed and, obviously, being noticed is great for business! For example - There are two people being interviewed for a top position at a large company. One is late and not dressed appropriately. What is more, he makes the mistake of not making eye contact when speaking to the interviewer. But the other prospect is

early for the appointment and dressed in a suit. He also makes the effort to be assertive and eager during the interview. Who do you think will be chosen for the top position? The person who displays proper business etiquette will always have the edge in such situations!

As you can see, etiquette is an important part of everyday life. A person who displays proper etiquette shows respect for himself as well as respect for those around him. Don't you think it's about time test your social savvy?

Topics

- **First Impression – The ABCs Image**
- **Body Language – Posture, Gesture, Facial Expression, The Power Is In Your Hands**
- **Personal Grooming Habits – Personal Hygiene, Uniform, Make-up, Skin Care, Accessorizing for Men and Women**
- **Customer Service – Our Priority**

Methodology

- **Group Discussion and Presentation**
- **Video**
- **Demonstration**
- **Role Play**

Duration	: Full Day
Participants	: Mini 9 / Max 15 participants
Material	: Handout
Door Gift	: Goodie Bag
Email	: cindytan.training@gmail.com